



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, March 22nd, 2022 – 5:30 PM to 7:30 PM**

Call to Order

This meeting is being held virtually due to the Coronavirus (COVID-19) concerns.

Meeting called to order by De Freedman. The date was March 22nd, 2022, at 5:34 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

- Attendance in Person: **None This meeting was virtual only due to COVID-19 concerns**
- Attendance by Google Meets unless noted: **Diedra (De) Freedman, Cynthia Macluskie, Brad Doyle, Bernadine Henderson**
- Absent: **Julie Heineking, Heidi Miller, Pat Thundercloud**
- Public in Attendance: **None**
- Arizona Department of Administration (ADOA): **Larry Allen**
- Healthcare Plan Liaison: **Summer Kamal, (Mercy Care) Karen Kramer, (UHCCP)**
- DDD staff and Guests: **Jeffrey Yamamoto (DDD IOC Liaison), Leah Gibbs (DDD OIFA Administrator), Delorah Grant (DDD Quality Manager), Martha Williams-Hayes (DDD Quality Supervisor) Diane Kress (DDD Quality Supervisor), Fredreaka Graham (AHCCCS IOC) Dr. Susanne Arnold (DDD Behavioral Health Director) Liz Perez (DDD Volunteer Coordinator) Joan McQuade (DDD IOC Manager) Mary DeCarlo (DDD Behavior Health) Mary Demery (DDD DW Program Manager) Katrien Filez (DDD BH Supervisor) Brian Kociszewski (DDD BH Supervisor)**
- The Committee, DDD staff and guest, United Healthcare and Mercy Care introduced themselves.
- The IOC make up in attendance: **De Freedman** is a former Lawyer, **Pat Thundercloud** is a retired Physician's Assistant, **Bernadine Henderson** is a former Special Education School Teacher and a current Foster Parent, **Cynthia Macluskie** is the President of the Greater Autism Society of AZ. **Brad Doyle** is a Parent and Advocate, **Heidi Miller** is a Parent and Advocate. All these members have children who have services with DDD

Call to Public

De Freedman: Called for public to announce themselves. No Public in session.

DDD Behavior Health Presentation

Mary DeCarlo introduced herself and presented the Program Review Committee (PRC) slide show.



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Program Review Committee (PRC)
Mary DeCarlo, M.Ed., BCBA, LBA Senior Lean Coach

Staff Updates

November 2021

- Two additional licensed Behavior Analysts
 - Katrien Filez, MS, BCBA, District North, District South and District Central
 - Brian Kociszewski, M.Ed., BCBA, District East and District West
 - This resource expansion will increase the clinical oversight of the PRC and provide additional technical assistance to teams in the districts when there are barriers or concerns with ABA or other behavioral health services

March 2022

- PRC/IOC Volunteer Coordinator
 - Elizabeth "Liz" Perez
 - This position will be responsible for ensuring compliance with training for volunteers, volunteer recruitment, engagement, and retention activities.



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Board Certified Behavior Analysts (BCBA) Team

Katrien Filez, BCBA, Licensed Behavior Analyst
 PRC Administrator- District South, North, and Central
kfilez@azdes.gov
 928-607-7778

Brian Kociszewski, BCBA, Licensed Behavior Analyst
 PRC Administrator- District East and West
bkociszewski@azdes.gov
 480-653-0238

Mary DeCarlo, M.Ed., BCBA, Licensed Behavior Analyst
 Senior Lean Coach/PRC Project Lead
mdecarlo@azdes.gov
 480-216-9968

DDD Behavioral Health Administration Shared Inbox
 Providers can email the shared inbox to request a licensed clinical professional at the PRC review or to elevate any concerns.
DDDBHAdministration@azdes.gov

PRC Contact Info

District	Shared Inbox	Chair Name/Contact Info	Admin Name/Contact Info
North	DDNorthPRC@azdes.gov	Marilyn Croci mcroci@azdes.gov	VACANT
South	DDDD2PRC@azdes.gov	Barbara Carty bcarty@azdes.gov	Esmeralda Chiquete echiquete@azdes.gov
East	DDDEastRegionPRC@azdes.gov	Whitney Burdett wburdett@azdes.gov	Berenice Curro Sanchez bcurreosanchez@azdes.gov
Central	DDDCentralRegionPRC@azdes.gov	Patricia Sandino patriciasandino@azdes.gov	Corlisa Miranda corlismiranda@azdes.gov
West	DDWESTPRC@azdes.gov	Amy Rose arose@azdes.gov	Yeraldin Orozco Garcia yorozcogarcia@azdes.gov



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Developing Behavior Plans Workshop

- This training teaches the requirements, components, and writing of behavior plans for submittal to the Program Review Committee (PRC). It is available to all Qualified Vendor agencies.
- To register for a Developing Behavior Plans Workshop, send email request to DDDstatewidetraining@azdes.gov Subject line – Developing Behavior Plan Workshop, with workshop participant's name, email address and workshop dates requested.
- Sessions are held monthly, visit the link below for a training schedule.
 - <https://des.az.gov/services/disabilities/developmental-disabilities/vendors-providers/current/training>

Standardized Behavior Plan Template

DDD 2118- Standardized Behavior Plan Template

- In Spring/Summer 2021, a workgroup was formed to develop a standardized statewide behavior plan template. The form is located on the [DES internet](#)

DDD-2118A-FORFF (11-21)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
 Division of Developmental Disabilities

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BEHAVIOR PLAN

MEMBER INFORMATION

Name (Last, First, M.I.): _____
 Sex: _____ Date of Birth: _____ Weight: _____ Height: _____
 Date Received: _____ Date Authorized: _____



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DDD Required Forms- Personal Information Form (PIF)

Personal Information Form (known as the PIF, or [DDD 1985A](#)) - This form is now built into the standardized template. If you have begun to use the standardized Behavior Plan Template ([DDD-2118](#)), you no longer need to complete the PIF. If you are **not currently** using the standardized Behavior Plan template, please ensure you complete the PIF until a transition to the new template is complete.

DDD-1985A FORM (3-19) ARIZONA DEPARTMENT OF ECONOMIC SECURITY
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PERSONAL IDENTIFICATION INFORMATION (PIF)

Name: _____ Sex: _____ Date of Birth: _____ WT: _____ HT: _____
Date Prepared: _____ Plan Author: _____

IDENTIFYING INFORMATION

Residence: _____
Type (check one): GH IADH ICDH IDLA Own or Family Home
How long with Agency (years/months): _____ Ratio (staff/members): _____
Day/Work Program: _____
How long at Program (years/months): _____ Ratio (staff/members): _____
Other: _____

DIAGNOSIS

DDD Required Forms- PRC Contact Information

PRC Contract Information Form (DDD 1986A) - additional lines have been added for guardian(s) and other team members

DDD-1986A FORM (1-22) ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Developmental Disabilities

PRC CONTACT INFORMATION

Member's Name: _____ Date of Birth: _____
Assists ID: _____ Support Coordinator: _____
 New Plan Renewal Disapproved Plan Paper Review

Residential Provider Agency: _____
Residential Representative: _____
Phone Number: _____ Fax Number: _____ Email: _____
Behavior Plan Writer: _____
Writer Type: Residential Representative Consultant BCBA/QBHP Other: _____
Phone Number: _____ Fax Number: _____ Email: _____
Day/Work/School Program Name: _____
Day Program Representative: _____
Phone Number: _____ Fax Number: _____ Email: _____
Legal Guardian: _____ Self
Phone Number: _____ Fax Number: _____ Email: _____



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DDD Required Forms- Behavior Plan Checklist

- Behavior Plan Checklist ([DDD 1984A](#)) - Edited to reflect changes in new Behavior Plan Template.

DDD-1984A FORM (1/13) ARIZONA DEPARTMENT OF ECONOMIC SECURITY
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BEHAVIOR PLAN / PACKET REQUIREMENTS

Member Name: _____ Date: _____

	In Plan?			Page(s)
	Yes	No	N/A	
A. Contact Sheet (DDD-1986A)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B. Team Agreement Form (DDD-1987A)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
C. Current Status (achievements, living arrangement, basic health, brief behavioral status) DD Behavioral Health Diagnosis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
D. Social and Medical History – Documentation of the existence and/or history of any interfering behavior, including significant life events (in chronological order)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E. Purpose of the Plan/Rationale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F. Current Psychotropic Medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G. Function of the Target Behaviors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

DDD Required Forms- PRC Disposition

- [DDD 1988A](#) A section was added for plan writers to confirm that changes were completed as requested and to indicate where changes are found in a plan.

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PRC DISPOSITION

Member's Name: _____ Assists ID: _____
Date of PRC Presentation: _____

The Behavior Plan for the above-named individual has been submitted by the Planning Team and reviewed by the Program Review Committee and agree to the following:

Final Approval Date: _____ PRC Chair Signature: _____
Approved with required changes due within 10 days on _____
Disapproved with required changes due within 30 days on _____

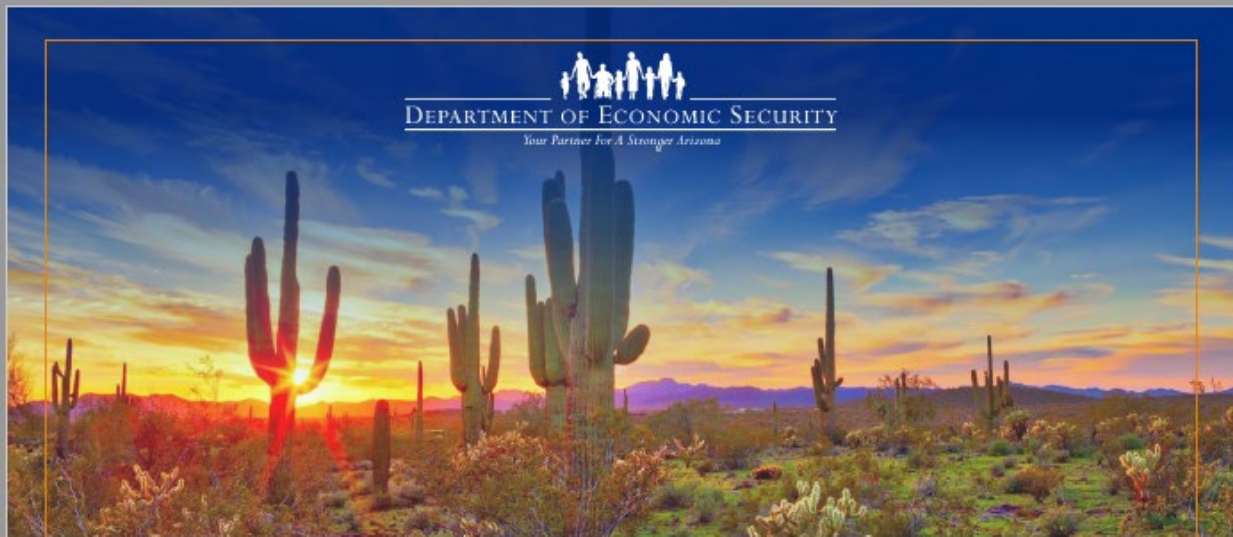
Next PRC review date: _____
Required changes, including any specific monitoring instructions: _____

BEHAVIOR PLAN TEAM			
	Title	Title/Signature	Title
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

If changes are required, submit the changes and a copy of this disposition to the District where the PRC was held.
If the plan was disapproved, complete this section when submitting the changes.
I confirm that all changes were completed as required: Yes No Writer's Initials: _____
Please highlight changes or indicate on disposition which pages changes are found



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Your Partner For A Stronger Arizona

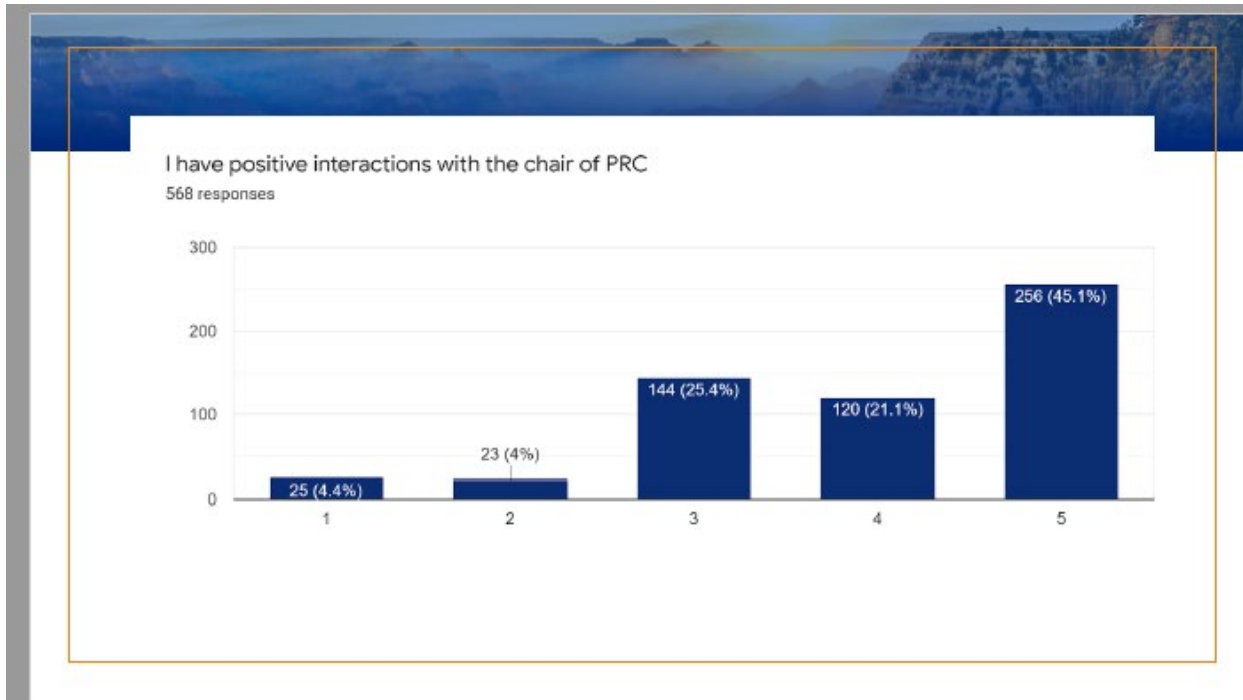
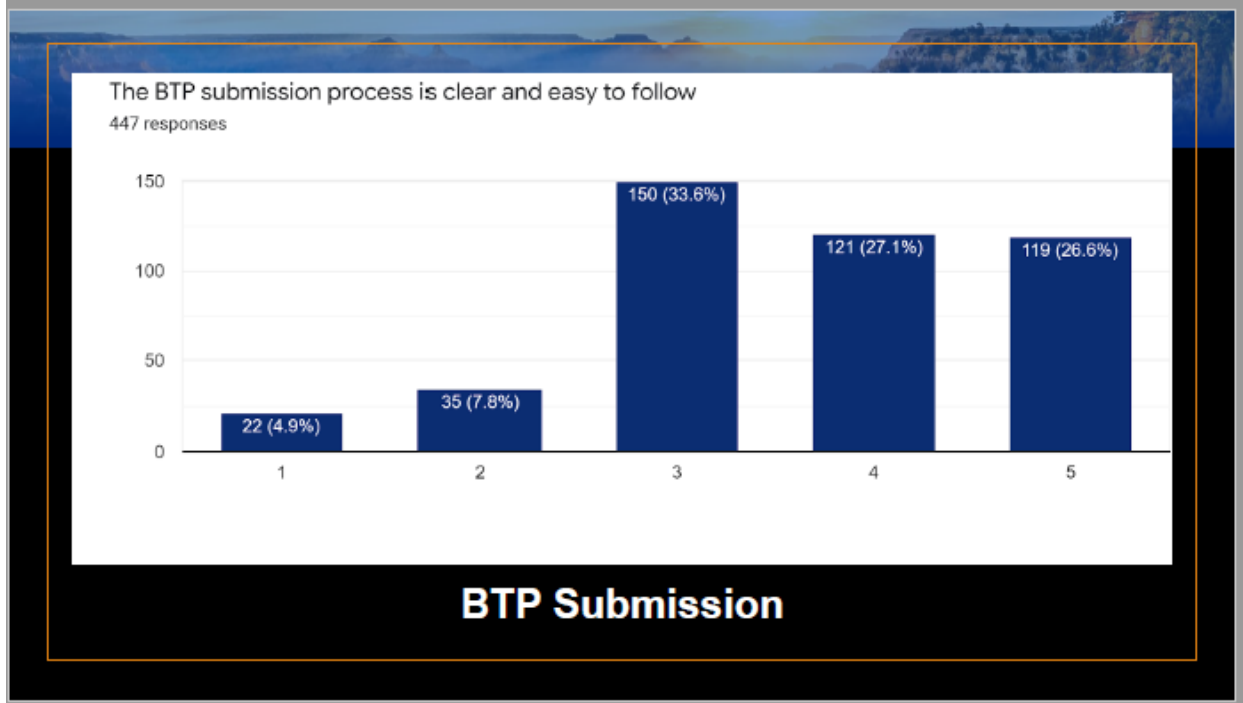
PRC Annual Survey Results

Survey Results

- In Summer 2021, approximately 5000 satisfaction surveys were distributed to members, families, guardians, Support Coordination, panel members and volunteers.
- Scale for results: 5= strongly agree, 4= agree, 3=neutral, 2=disagree, 1=strongly disagree
- Please [see link](#) for a summary of the results.

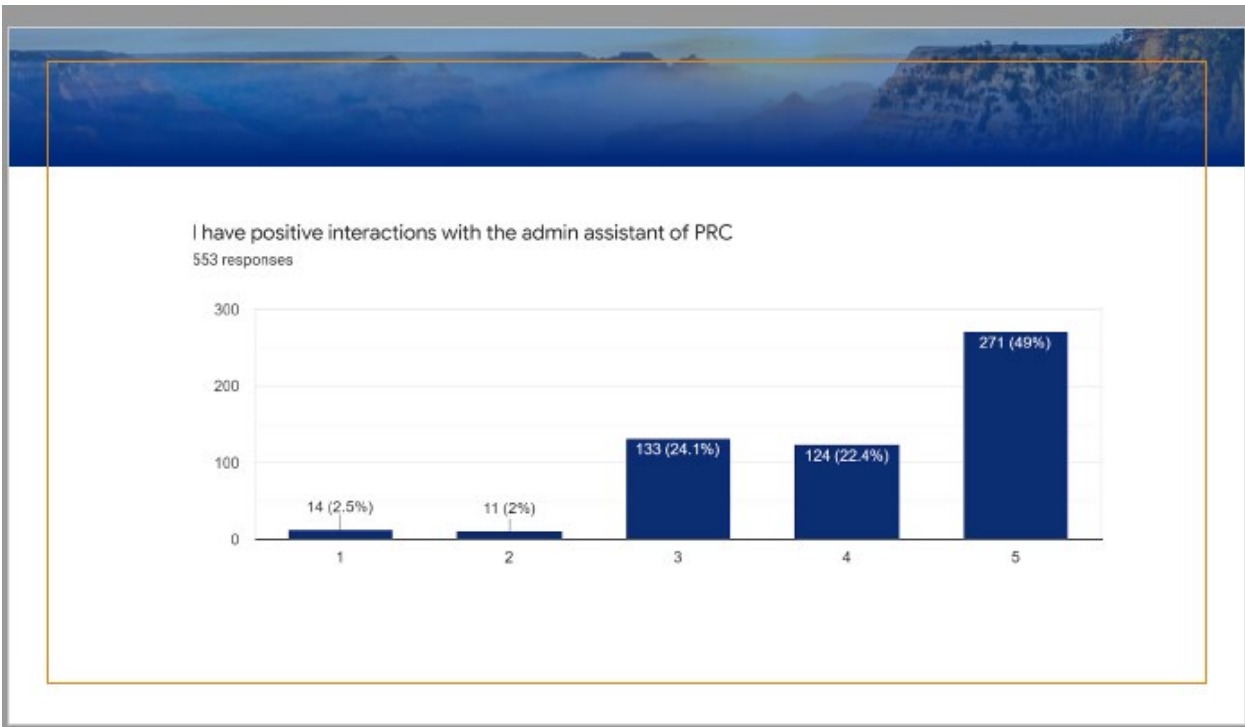
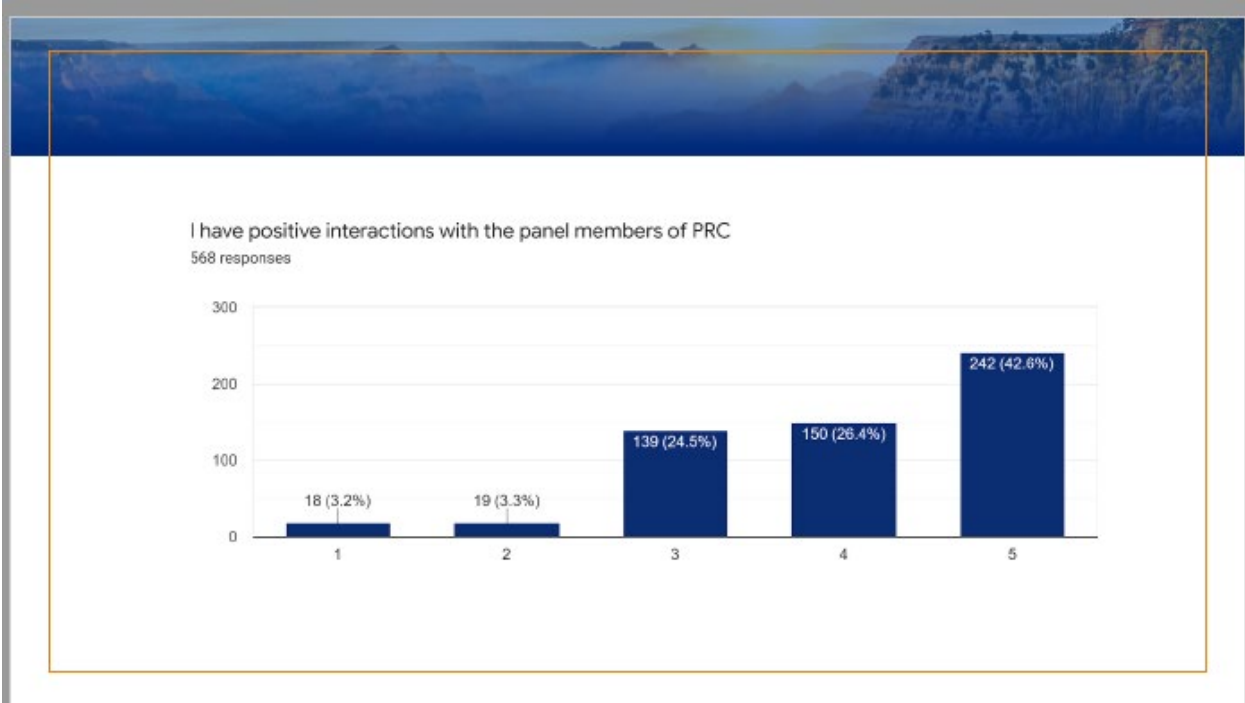


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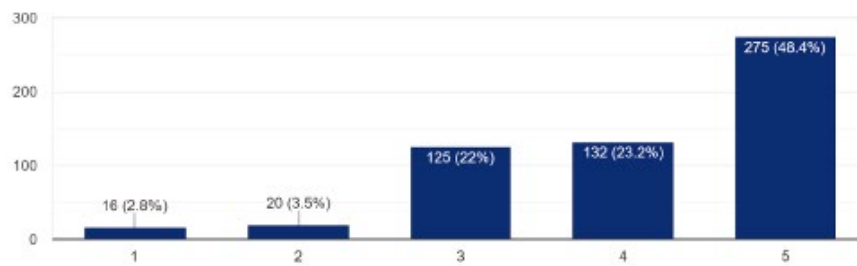




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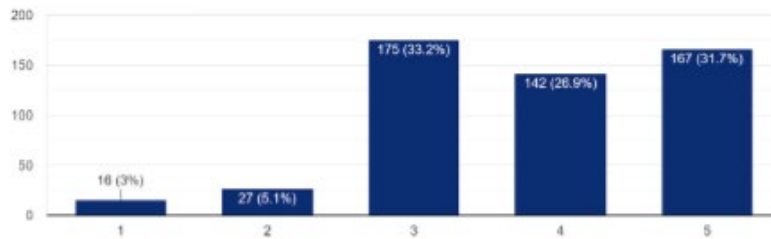
Overall communication is professional during PRC

568 responses



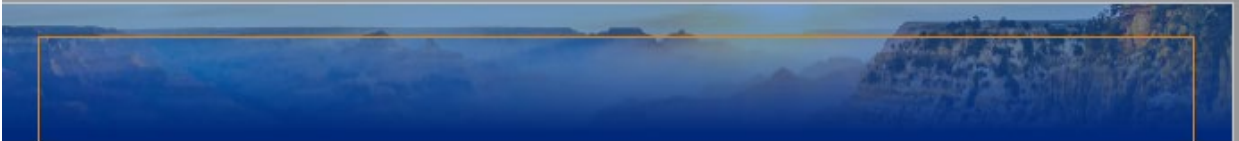
The PRC team provides specific technical assistance regarding plan submissions

527 responses

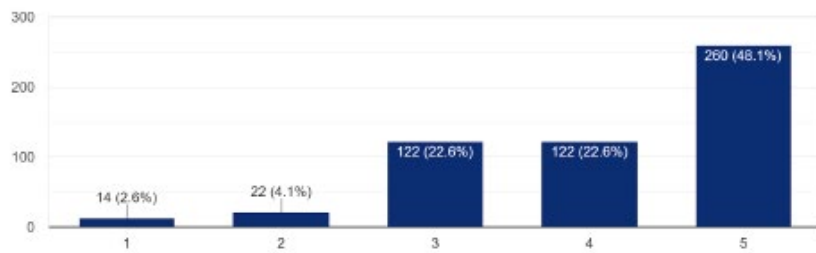




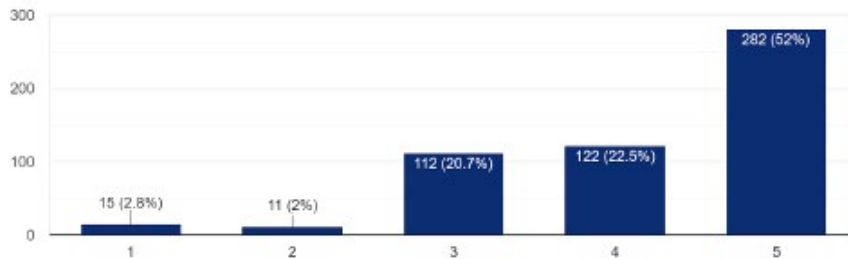
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The PRC chair is knowledgeable regarding behavior intervention techniques
540 responses

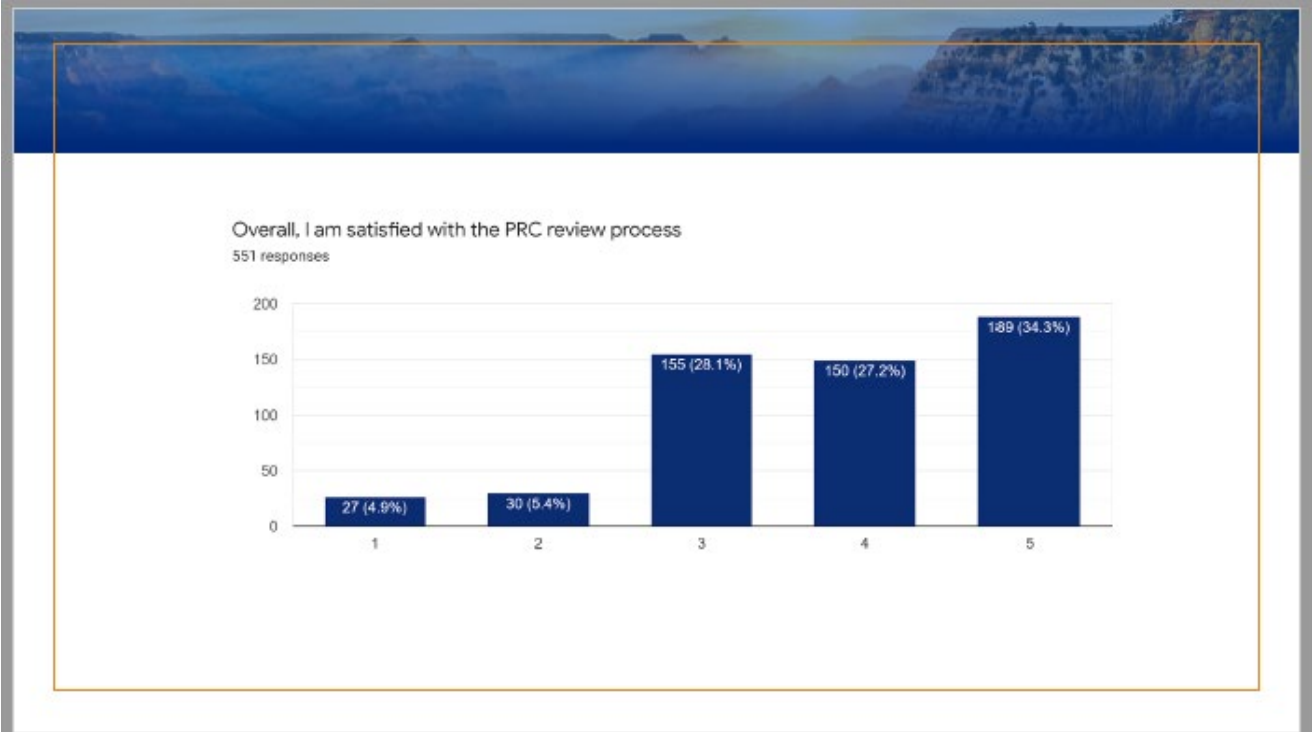


The PRC chair is knowledgeable regarding rights restrictions
542 responses





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Questions or Comments?





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Mary DeCarlo asked for questions.

- **De Freedman** asked if the new DDD Volunteer Coordinator **Liz Perez** had a plan to gain more volunteers. **Liz Perez** answered that she is working on a plan to include social media, reaching out to community events, parents of active members and schools. **De Freedman** asked to include professional organization to make sure those identified by the legislature for specific qualified volunteers are included in the search.
- **De Freedman** asked about the BP to be a medical document and it be updated and treated as a medical document. **Mary DeCarlo** said that there is no specific language that says it's a medical document.
- **De Freedman** replied that she is appalled that the BP is not being treated as a medical record and has all the consistency and accuracy of a medical record.
- **De Freedman** asked about the Complex Care Specialist (CCS) and how a member can access one for themselves. **Mary DeCarlo** said that the Support Coordinator can ask for the service, they are available through the asking by Customer Service.
- **De Freedman** asked about if the CCS is responsible to secure services for members **Mary DeCarlo** informed, they are to help the member/families navigate the system to obtain services. DDD technical assistance.
- **De Freedman** asked about a case where a member, after calling around for ABA service, found that the services were not available for 4 months but has needs services now. **Leah Gibbs** responded that those members who may need an advocate can contact the Behavior Health Advocates (BHA) at DDD OIFA and have them help directly. The information was given the meeting before. **Mary DeCarlo** would like to know when there is a delay to services.
- **Bernadine Henderson** asked if **Amy Rose** is still the Chair for DW Program Review Committee (PRC). So, she can contact her to inform her she's ready to help in PRC again. **Mary DeCarlo** confirmed that she was still the chair.

Dr. Susanne Arnold was introduced and asked the IOC for any questions.

- **Cynthia Macluskie** had a multitude of questions to ask. The first was does DDD track the number of Crisis Calls to Group Home versus Private homes. What does DDD plan on doing to capture that data? **Dr. Arnold** replied that that is not a readily obtainable figure and she suggest tabling it until the next month meeting.
- **Cynthia Macluskie** asked about Crisis providing to DDD timely reporting to crisis calls. **Dr. Arnold** replied that DDD receives reporting daily. The reports are coming in as usual. DDD issues a notification to the Support Coordinator (SC) with information if they wish it to have a CCS be involved.
- **Cynthia Macluskie** heard that one of the Health Plans (HP) changed up their reporting practice/method of crisis to DDD and wondered if DDD had had a negative response to it.



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Dr. Arnold stated that the reporting is coming from Solari (sp) from the north and Arizona Complete Health to the south. These are the call lines for the crisis teams.

- **Cynthia Macluskie** asked about tracking the heavy users and if they are getting additional supports to the member or SC to provide them. **Dr. Arnold** replied that there are monthly reports that classify the heavy utilizers in crisis and the SC are notified of the problem.
- **Cynthia Macluskie** asked why she would know a problem exist of multiple Crisis Calls before DDD and the HP are aware of the Crisis Call problems. **Dr. Arnold** replied that without the specific to the case she really couldn't comment on where the problem may lay.
- **Cynthia Macluskie** asked about who the justice liaison is and what is their job exactly since she has never received a consistent answer to the position. **Leah Gibbs** stated that she will have the justice liaison come present at the next DW meeting. She continued with the Community Engagement is new and has extensive Law enforcement background to work
- **Cynthia Macluskie** asked if DDD has an opinion of how the Crisis and HP are working with DDD. Is there something IOC can help Crisis. **Leah Gibbs** did not feel she could give an opinion and asked if **Dr. Arnold** had an opinion to share. **Dr. Arnold** said that DDD has had a meeting with Crisis and are scheduled for more meetings to discuss the Crisis Brief.
- **Cynthia Macluskie** commented that the crisis teams self-audit their performance in the field by asking the requestor for crisis take a survey on how the crisis team did. She feels that the families will not tell crisis teams how they felt the crisis team did. She believes that the HP should do follow up surveys to the callers to get a truer answer. Is DDD willing to do a follow up survey on crisis interventions for DDD members. **Dr. Arnold** stated that it's a good point and work with the HP to see if it can be resolved.
- **De Freedman** asked if automatic notifications are sent to the Support coordinators for all crisis calls. **Dr. Arnold** stated that the SC are informed but any actions would be at the discretion of the SC. **De** asked if that data is tracked. **Dr. Arnold** stated that the data is tracked that the SC is informed. **De** asked clarifying that is the member tracked for additional support since the SC has the decision to ask for support or not. **Dr. Arnold** stated that there is tracking when a CCS is involved with an SC for a member. So, the answer is "no" that DDD is not tracking the number of occasions the SC which do not utilize the CCS after a crisis. **De** ask why this isn't tracked, making sure that the SC knows about the support that is available. **Dr. Arnold** said she understand the concern and will bring it up with leadership.
- **Cynthia Macluskie** asked if DDD feels that the HP are responsive in time to the needs of the DDD members for services. **Dr. Arnold** stated that there is an elevation process with the HP for members which include team meetings. **Cynthia** replied that many families have reported that they attend a lot of meetings but do not get many services provided to them. **Summer Kamal** stated that if team meetings are not going well then, the families can contact their HP liaisons to help in the process of gaining services, at least for Mercy Care.
- **De Freedman** asked **Summer Kamal** about the Spectrum mobile crisis unit and where it is at. **Summer Kamal** said she had fliers on the mobile unit, and she would provide them to



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DDD and anyone who wanted them. This ties into the discussion of **Cynthia** that here is a support that SC should know about.

DDD Staff Updates

There may have been question(s) and vote(s) taken during this section and those are listed in the “Discussion and Voting on Request for DDD” section of these minutes.

Mary Demery informed the committee that they have 2 new supervisors, and they still have support coordinator vacancies. The Person-Centered Support Plan (PCSP) is almost completely rolled out to District West members. She asked for any questions.

Bernadine Henderson commented that she belongs to a social media group in which a parent informed the group that a support coordinator informed the parent that if they were being a paid parent provider for their minor child that they could go to jail for illegally being paid as a parent. This information was upsetting to **Bernadine** because a SC was giving misinformation to a parent and telling them they were doing illegal things.

Many of the DDD Staff was also upset that this type of misinformation could be going around by support coordination. They asked to let the supervisors/managers of the SC know if misinformation is given.

Leah Gibbs informed **Bernadine Henderson and the IOC** that currently under the Federal Public Health Emergency (PHE) and the AHCCCS/CMS flexibilities given to DDD, Parents of minor children can be paid as (HCBS) habilitation and attendant care are being allowed. Before the PHE, it was prohibited to be paid but not illegal. When the PHE is concluded AHCCCS will continue to allow the flexibilities until the end of the fiscal quarter that the PHE was concluded in. In another matter the ARPA funding has been granted to pay parents until March of 2024. So, when PHE ends, AHCCCS will allow for the paid parent but will limit it to 40 hours for the parents of a minor member.

Leah Gibbs informed the Committee on other updates. ARPA funding to Direct Care Workers (DCW) and vendors can begin to be funded. A restriction is that 80% of their funds must be given to the DCW but not through their base wage but other means such as stipends.

Delorah Grant informed the committee that COVID-19 positivity numbers have been dropping again and that DDD is doing very well. Quality has full staff currently. She asked for any questions.

De Freedman asked if there are reach out programs to residential services for group homes. To give guidance and possible warnings of behaviors to HOAs. **Delorah Grant** stated that the laws protect the existence of group homes and that they are part of the community, but she doesn't know of a program to send information to the community of the existence of a group home. She thinks it may be a good



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idea to relieve some neighborhood issues. This is usually done as a specific incident situation. She said she would send it to management.

Joan McQuade introduced herself. She has been with DDD for 8 years. She's been a SC, Quality investigator, supervisor and then manager. She is familiar with IRs and the IOC. She said she would be attending meetings once a quarter. She has been filling the empty positions since she has been in Richard's position. One liaison and two redactors.

De Freedman asked if she is also the Chief Advocate. **Joan McQuade** replied she is.

Liz Perez added only that she is looking forward to working with the IOC and working on growing the volunteer program.

Leah Gibbs stated that the email notification was sent out to the QVAs to allow them to get some ARPA funds to recruit, maintain, and train new staff even childcare for the DCW. ARPA funding is split into multiple times a year for tax purposes and to keep the funds on going.

Leah Gibbs stated that there are several "public comments" still available on the DDD website.

Leah Gibbs reiterated that the COVID-19 positivity numbers are good for the last two weeks (28 and 59) and still very low compared to the summer high number of 724 members. She asked for any questions from the IOC. There were none.

Health Plans (HP) updates

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

De Freedman wanted to give **Mercy Care** a shout out for in network organization for Access for Autism for 100 individual per month members. Also using grant money for ABA service.

Summer Kamal (From Mercy Care) stated that Mercy Care had nothing else to add.

Karen Kramer (from United Health Care) has no updates.

Cynthia Macluskie asked about UHC paying for first placement transition academy. She wanted to find out more about the payment of the program. **Karen Kramer** stated that she didn't know about the program but would forward of the inquiry to her leadership. **Cynthia Macluskie** asked if Mercy Care would be able to also assist any member enrolled with them in the service. **Summer Kamal** said she would inform her leadership of the program with UHC and the program.

Cynthia Macluskie there were 15 questions concerning the Alternate and Augmentative Communications(AAC) device for DDD members and sent the questions to the HPs. **Karen Kramer** said she had sent it to **Jeffrey Yamamoto** who informed UHC that it's the HP responsible to answer



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the question since DDD no longer has overseen the program for over 1 year and it's firmly in the control of the HP. **Karen Kramer** sent it up to her leadership and she has not received a response for the questions.

Cynthia Macluskie asked that she heard that if commercial health plans deny an AAC device that UHC will deny it also. Since UHC is the AHCCCS provider that didn't seem correct for the 2nd denial from UHC. **Karen Kramer** stated that she didn't know about the problem, and she also thinks that isn't correct, but she would research it.

ADOA Update

Larry Allen had one update about the continuing of the cross-agency meeting. An exploratory meeting will be made to explore if the meetings should continue sometime in April.

De Freedman expressed that she wanted to know the procedure for official request for an unsatisfactory response from a vendor or DDD. She will follow up with Larry on it.

De Freedman asked about when is the annual report due. **Larry Allen** informed her the annual reporting period is done on June 30th and the Annual report will be due at the end of November.

Discussion and Voting on Request from DDD

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

De Freedman asked if there were any questions/answers they were waiting for?

Jeffrey Yamamoto informed her that they were not waiting for any questions.

DDD IOC Liaison Updates

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Jeffrey Yamamoto began by informing the committee there is an upcoming DDD Quarterly IOC meeting for the Chairs and everyone is invited. The meeting is scheduled for April 20th at 10:00am-12:00pm.

Karen Van Epps tribute



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De Freedman wanted to express her thoughts of **Karen Van Epps** passing. Karen was a giant in the disability community. She had over 40 years in volunteering for her little sister Jaime. She was the Chair for DDD HRC/IOC in District Central, Council Member of the DDAC and help bring down the ICF's in Phoenix and Tucson. She was the Grand Dame of Advocacy. She was always doing with great passion and always doing the right thing for the disability community. We now have huge shoes to fill, with her passing

Discussion of Membership for the IOC

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

De Freedman had discussed the plan from the Volunteer Coordinator in the Behavior Health section of agenda.

Discussion of Incident Reports (IR) & Behavior Plans (BP)

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

For 3 weeks Feb IRs, the Committee members have been given weekly the past months of incident reports in the Shared Drive. The reported 3 weeks of IRs are listed below. **Total= 491 Open=23 Closed= 468**

3 weeks Feb 2022

Type	Open	Closed
Accidental Injury	0	80
Consumer Missing	0	7
Deaths	5	4
Emergency Measures	0	8
Human Rights	1	0
Legal	1	1
Medication Errors	0	19
Neglect	9	27
Other Abuse	1	1
Other Behavior	0	225
Other Hospitalization, Unknown injury	2	92
Physical Abuse	3	2
Property Damage	1	1
Suicide	0	1



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, March 22nd, 2022 – 5:30 PM to 7:30 PM**

TOTALS	23	468
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The IRs will be reviewed by the committee members.

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send to QIM.

All PRC meetings are being attended by Bernadine Henderson and Pat Thundercloud.

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.

Adjournment

De Freedman adjourned the meeting at 7:34 pm

The next District West IOC meeting will be held on Tuesday April 26th, 2022, at 5:30 pm. Will be virtual meeting should COVID-19 concerns still be in effect.